

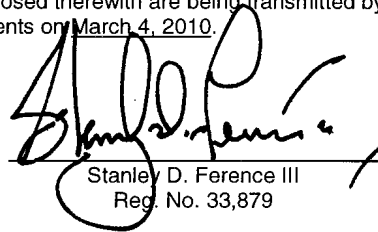
IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Srinivasan et al.
Serial No. : 09/804,728 Examiner : Y. Retta
Filed : March 13, 2001 Art Unit : 3622
For : METHOD AND APPARATUS FOR INTERNET
CUSTOMER RETENTION

March 4, 2010

AMENDMENT

I hereby certify that this correspondence and any documents referred to as enclosed therewith are being transmitted by EFS WEB to the Commissioner for Patents on March 4, 2010.



Stanley D. Ference III
Reg. No. 33,879

March 4, 2010
Date of Signature

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Sir:

Responsive to the Office Action dated November 4, 2009, please amend the above-identified application as follows.

Amendments to the Claims are reflected in the listing of claims which begins on Page 2 of this paper.

Remarks begin on Page 10 of this paper.